

SC044224

Registered provider: Progress Care and Education Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private organisation and provides care for up to four children with learning disabilities.

There is no registered manager in post. A new manager has been appointed to the role, who has applied to register with Ofsted.

Inspection dates: 22 and 23 August 2023

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 11 May 2022

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/05/2022	Full	Requires improvement to be good
15/03/2022	Full	Inadequate
26/06/2019	Full	Requires improvement to be good
30/10/2018	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

At the time of the inspection, only one young person was living at the home, who had recently turned 18 years old.

Children leaving the home have transition plans that take account of their individual needs. However, for those transitioning to adult provisions, planning does not start early enough for them to move on before they are 18 years old. When children have remained at the home as adults, it has not been because a decision has been reached that it is in their best interest to do so.

Children have good relationships with staff. Staff encourage children to take part in activities at home and in the local community. Staff celebrate children's progress, and children receive certificates for their achievements.

Staff understand children's communication preferences and have developed methods to enable children to make choices about their daily life. Children have communication passports which outline how adults should talk to children and support their understanding of individual children's verbal and non-verbal responses.

When children are not attending school, they have activity planners which detail opportunities for learning. However, personal education plans are not used to formulate individual education planners.

Children's care plans give clear and succinct information about their care. These are linked to local authority plans, and staff are aware of their contents. The manager has set review dates for plans. However, it is not clear if these reviews take place, and the outcomes of reviews are unclear.

Children's time with family is promoted and staff support children to visit their family homes. Parents are also welcomed when they visit children at the home. This means that children have a continued sense of identity. Staff at the home send monthly videos of children to their parents. These include photos of children spending time with their family and enjoying activities with staff.

How well children and young people are helped and protected: requires improvement to be good

Children in the home need continued supervision and support. The level of staffing ensures that children receive care in line with their risk assessments. Risk assessments contain clear steps for staff to follow to support children. Staff are aware of what steps to take should children show signs of distress. One professional said, '[Name of child]'s dysregulated behaviours have reduced in the home.'

The home's physical environment is adapted so that it is safe for children. Risk assessments include clear guidance and strategies for staff to follow. Behaviour management plans include detailed information which provides guidance for staff to follow to de-escalate situations for children. Children's positive behaviours are encouraged through verbal praise.

Incidents of holding children have taken place as a last resort and only if staff perceive a risk of harm to the child or others. However, records of incidents do not always give a full account of what has taken place during the incident. It is not clear if staff inform parents about incidents when they happen. Debriefs with children who have limited or no verbal communication take place via observation. Debriefs with staff do not consistently include details of who was involved and do not identify any learning or reflection.

Staff working in the home are recruited safely. Therefore, those caring for children are suitable for employment and do not pose a risk to children.

The effectiveness of leaders and managers: requires improvement to be good

The management team knows the children well. The manager is currently managing two homes and shares her time between them both. There is an assistant manager and a deputy manager who have a daily presence in the home. The manager has introduced a system to monitor practice. Through this system, the manager has identified areas for improvement. However, tasks delegated to the management team have not yet been completed.

External professionals and parents speak highly of managers and staff at the home. They say that communication is good and the care they observe in the home indicates that the staff know the children well.

Supervision is variable. There is repetition in supervision sessions and no evidence of reflection from staff working with children on a day-to-day basis. When discussing practice, there is little reference to children and their progress. Appraisals do not take account of feedback from others. They are focused on plans for the year ahead and are not bespoke to meet individual needs. The manager does not use team meetings to share learning or reflect on practice in the home.

Managers have developed monitoring systems which enable them to fully consider quantitative data. They are starting to use this to understand trends, but it is not being used to inform practice and identify learning for the staff team.

The manager responds to complaints swiftly and thoroughly. When there are concerns about staff practice, managers use performance and disciplinary procedures to address them.

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and	31 October 2023

within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii) (c)) This specifically relates to ensuring that records for behaviour management include all required documentation and the names of all those involved in any incidents and debriefs. All incidents must be evaluated to identify any learning, which should then be delivered to all members of staff.	
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff have the experience, qualifications and skills to meet the needs of each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(f)(g)(i)(ii)(h))	31 October 2023

In particular, the registered person must ensure that there are systems in place to analyse and evaluate significant events, helping to identify and deliver learning outcomes that can be used to support the development of the staff team. Ensure that staff have the appropriate qualification by the relevant date. Ensure that monitoring and review processes are consistently applied across all areas of the home. This includes audits of case files and streamlining of paper records. Ensure that supervision provides staff with an opportunity to reflect on their practice and identify training and development needs.	
The care planning standard is that children— receive effectively planned care in or through the children’s home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that arrangements are in place to— manage and review the placement of each child in the home; and plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child’s placing authority. (Regulation 14 (1)(a)(b) (2)(b)(ii)(iii)) In particular, the registered person must ensure that planning for children’s transition out of the home at the age of 18 commences at the earliest opportunity. This is to prevent adults living in the home where this is not detailed in their plans. Ensure that children’s plans are updated in line with the home’s procedures.	31 October 2023

Ensure that all local authority documentation, including personal education plans, is received and included in children's files in the home.	
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Recommendation

- The registered person should implement a system where staff appraisals consider, where reasonable and practical, the views of children and other professionals who have worked with the staff member over the year. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: SC044224

Provision sub-type: Children's home

Registered provider: Progress Care and Education Limited

Registered provider address: The Forge, Church Street West, Woking, Surrey
GU21 6HT

Responsible individual: Laura Rider

Registered manager: Post vacant

Inspector

Sarah Jackson, Social Care Inspector

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